

Hours Not Worked Metro Parks



KPI Owner: Nancy Ray

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14, 26,243 (Jan - Nov), 2,386 Hrs Monthly Goal: No more than 3% of Hours Not Worked in a month Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Determine which root cause driver to address

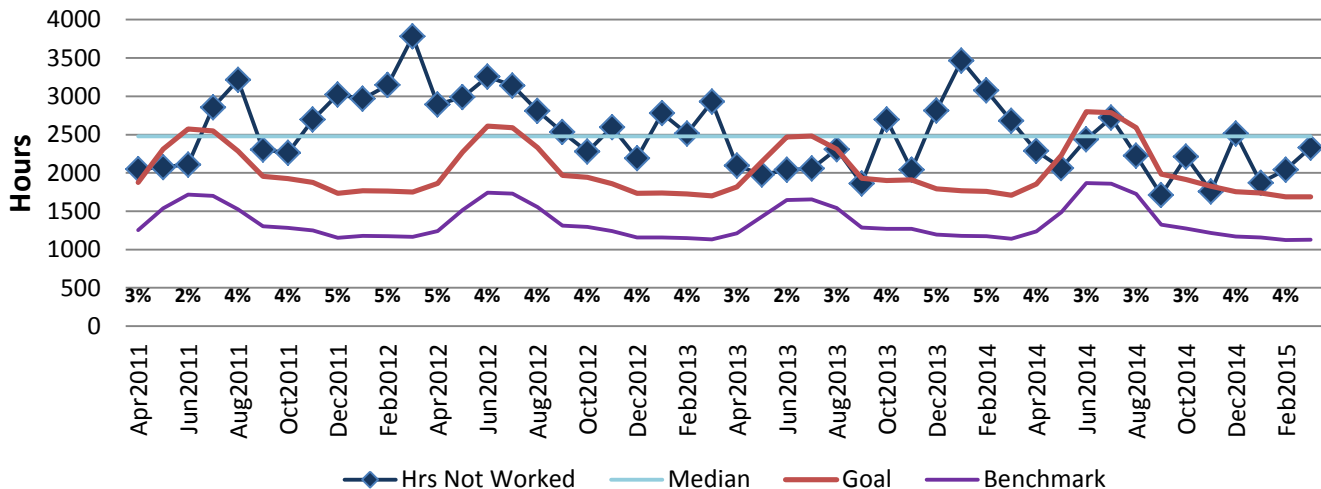
How Are We Doing?

Apr2014-Mar2015 12 Month Goal	Apr2014-Mar2015 12 Month Actual		Mar2015 Goal	Mar2015 Actual	
24,855	26,168		1,690	2,330	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Apr2014-Mar2015 Pareto Analysis

